



Quality Systems Assessment and Mentorship

AABB Consulting Services is a leader in providing expertise worldwide in quality management systems and process improvement solutions in the fields of blood banking and transfusion medicine, cellular therapy, cord blood banking, translational research and regenerative medicine.

A division of AABB, Consulting Services has more than 50 years history and experience in the blood and biotherapies field. Our innovative assessment methods are effective in identifying specific challenges and opportunities unique to each facility, matching implementation plans with institutional requirements and resources.

AABB Consulting Services offers collaborative, custom-designed consultations and technical assistance to deliver the best possible outcomes, on time and within budget. Committed to the highest level of professionalism, we provide exceptional results while guiding clients to achieve sustainable goals.

Example of Our Work

AABB Consulting Services was approached by administrators of an acute care hospital affiliated with a major medical center. The request for outside expertise was two-fold:

- 1 Evaluate the transfusion service quality system.
- 2 Provide training and mentoring for a recently hired transfusion service manager, with an emphasis on design and effectiveness of the quality management plan.

As an added challenge, the AABB-accredited facility was due for an assessment from a regulatory agency. The facility's administration wanted to ensure the new manager was properly prepared for the critical external survey to assure departmental success.

Initial Process | Remote Evaluation

AABB's Consultant initiated the remote discovery phase of the project to determine optimal next steps. While typically limited to a review of key quality and operational documents, remote discovery for this client was expanded to include phone interviews with the blood bank medical director, laboratory quality staff, and the transfusion service manager. These confidential discussions yielded valuable insights regarding staff expectations and guided the Consultant's approach to staff training and mentoring.

Next Step | On-Site Visit

After the remote evaluation, the AABB Consultant visited the hospital for an in-depth review of operations. During the course of several days, the Consultant observed the staff at work, reviewed policies and procedures, and examined records. Several hours each day were dedicated to one-on-one training with the new manager, critiquing quality policies, providing guidance on conducting a departmental self-assessment, and noting best practices.

Given the multi-phase scope of this project, the Consultant conducted another round of telephone interviews and a follow-up site visit to deliver training to key laboratory management staff and continue one-on-one discussions with the transfusion service manager.

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Staff training topics were selected to match quality system gaps based on AABB's Quality System Essentials, and included:

- Preparing for assessments
- Change control
- Root cause analysis
- Deviations management and tracking/trending for process improvement

One-on-one mentoring discussions focused on departmental communications, management style and employee evaluation.

Assessment Results | Written Report

To conclude the project, the AABB Consultant submitted a comprehensive written report, summarizing results of the technical and quality system review and outlining general recommendations for staff development. The detailed report also included a corrective action/preventive action plan to address quality system nonconformances.

The Outcome | Goals Achieved

Shortly after AABB Consulting Services finalized its work, the transfusion service successfully completed its assessment with no deficiencies reported, as well as its coordinated AABB/CAP assessment, again with no deficiencies reported. In addition, the facility's staff members praised the improvements in the department's quality systems and patient services, and the transfusion service manager was grateful for the mentorship. “We completed our inspection and zero deficiencies were found. I want to thank you so much for the coaching and the help with reviewing and improving our processes,” the manager said in a follow-up email.

The hospital administrator who initially approached AABB Consulting Services was also appreciative, “You have much to be proud of; our facility's performance is a reflection of your guidance and mentorship,” the administrator said.

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